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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence during pendency of filed application)</i>		Application Number	10/714,496
		Filing Date	November 14, 2003
		First Named Inventor	S. Renee Starnes
		Group Art Unit Number	3622
		Examiner Name	Boveja, Namrata
Total Number of Pages in This Submission	13	Attorney Docket Number	16319-07385


ENCLOSURES (check all that apply)	
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REMARKS:	

SIGNATURE OF ATTORNEY OR AGENT			
Signature:			
Attorney/Reg. No.:	Robert R. Sachs, Reg. No. 42,120	Dated:	November 11, 2005

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S):	S. Renee Starnes, et al.
APPLICATION NO:	10/714,496
FILING DATE:	November 14, 2003
TITLE:	Variable Compensation Tool and System for Customer Service Agents
EXAMINER:	Boveja, Namrata
GROUP ART UNIT:	3622
ATTY. DKT. NO.:	16319-07385
<p align="center"><b>CERTIFICATE OF MAILING/TRANSMISSION</b></p> <p>I hereby certify that this correspondence is being deposited on the date shown below with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450.</p> <p>Dated: <u>November 11, 2005</u> By: <u></u> Robert R. Sachs, Reg. No.: 42,120</p>	

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**AMENDMENT A**

SIR:

This amendment is made in response to the non-final Office Action dated August 11, 2005. Please amend the application as follows:

**IN THE CLAIMS**

Amend claim 19 as shown.